

COMPLAINTS FORM

The person who experienced the problem should fill in this form. If you are filling this in on behalf of someone else, please ensure that you complete Section B.

SECTION A: CONTACT DETAILS OF COMPLAINANT

Name:	
Address:	
Mobile Phone No:	
Email Address:	
Please state by which method you would like us to contact you:	Post <input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/>

SECTION B: MAKING A COMPLAINT ON BEHALF OF SOMEONE ELSE

Please note: we will need to confirm that you have the authority to act on behalf of the person concerned.

Name of person you are making a complaint for:	
Address of person you are making a complaint for:	
What is your relationship with complainant?	
Why are you making a complaint on their behalf?	

SECTION C: YOUR COMPLAINT

What do you think we did wrong, or failed to do?

Describe how you personally (or the person you are representing) have been affected

What do you think should be done to put things right?

Have you already discussed your concern with a member of staff? If so, please give brief details of how and when you did so and why you are not happy with their response.

If you have any documents to support your concern/complaint, please attach them with this form.

In line with our obligations under data protection law, we can confirm that the personal information captured on this form is used solely for us to process your complaint.

By ticking this box you confirm that you are aware of our Privacy Policy and consent to your personal data being processed in accordance with our Privacy Policy.

Name (printed):		Signature:		Date:	
Date received by Complaints Officer:					
Follow up Action:					

When you have completed this document please send it to **Complaints Officer**, Silver Arch FRC, 52 Silver Street, Nenagh, Co. Tipperary E45 P624, marked **Private and Confidential**.